

OASIS · AT A GLANCE

When the day program closes and nobody tells you what’s next

Nearly three in ten disability service providers discontinued programs because they could not staff them. There is no agency whose job it is to catch your adult child when one of those programs is yours.

PILLARS: WHEN · HOW | COMPANION TO BLOG POST B144 | 2-PAGE BRIEF

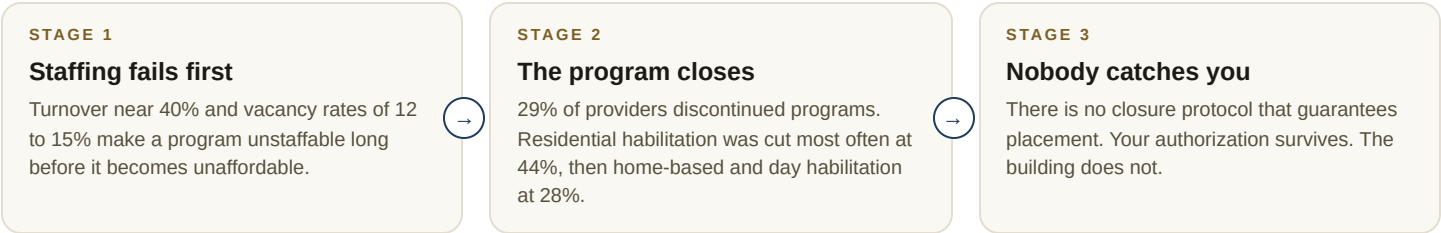
29%

PROVIDERS CUT PROGRAMS

Discontinued services outright because of staffing shortages.

How a closure happens to you

STAFFING TO LETTER



What providers did when they could not hire

N = 469 PROVIDERS, 48 STATES AND DC

Provider responses to the staffing shortage

Every bar is a share of the same 469 surveyed community-based providers. The top two bars are why a closure has nowhere to send you.

Turned away new referrals for lack of staff

62%

Intend to delay launching new programs

59%

Cut residential habilitation first

44%

Discontinued programs or services outright

29%

Cut home-based and day habilitation

28%

54%

No longer in the state data

Oregon’s transition cohort, tracked eight years. Closure without capacity means people stop being counted.

12% to 15%

National DSP vacancy rate

With turnover near 40%. This is the arithmetic behind every closure letter.

18%

Working after transition

In Oregon, 12% in competitive integrated employment and 6% in group employment.

THIRTY DAYS’ NOTICE, FOUR YEARS OF WAITING

“

Priya’s daughter had a slot for four years. The letter came on a Tuesday and said the site would close in thirty days due to staffing. Priya called eleven providers. Nine had closed intake. Two took her number. Her daughter has been home since, and Priya went to part time at work.

THE PROGRAM CLOSED. THE NEED DID NOT.

THE TAKEAWAY

Your Medicaid eligibility, your waiver enrollment, and your authorized units all survive a provider closure. Only the provider disappears. Say that sentence to anyone who tells you to reapply.

TURN THE PAGE

The closure file to build before you need it, the first two weeks in order, and the complaint routes when nothing is available.

The first two weeks after a closure notice

BUILD THE FILE FIRST

FILE

Build this before you need it

☐ Current Individual Plan of Service, all pages

☐ Authorization letter with units and effective dates

☐ Supports coordinator name, email, direct phone

☐ PIHP region name and regional office contact

☐ One-page support profile for your adult child

WEEK ONE

The day the notice arrives

☐ Get the closure notice in writing with the last date

☐ Email your supports coordinator the same day

☐ Request a planning meeting within fourteen days

☐ Request the regional provider list in writing

☐ Put all three requests in one timestamped email

WEEK TWO

Call providers yourself

☐ Ask for current openings, not a waitlist position

☐ Ask how many days a week they can staff

☐ Ask about transportation before you visit

☐ Log every call with date, person, and answer

☐ Do not wait for a coordinator to make these calls

IF EMPTY

When nothing is available

☐ Document every authorized hour going undelivered

☐ File a Recipient Rights complaint at your CMH

☐ Request an Adverse Benefit Determination in writing

☐ Contact Disability Rights Michigan, 800-288-5923

☐ Send the log to your PIHP and your legislator

BRING ONE PAGE, NOT A BINDER

The closure one-pager

01

The authorization

Service, units per week, effective dates, and issuing agency.

02

The support profile

What your adult child needs to be safe and occupied all day.

03

The gap log

Dated list of authorized hours nobody delivered.

04

The contacts

Coordinator, CMH director, PIHP office, rights office.

YOUR MOVE

When there is nowhere to send your adult child

1

Notice in writing

With the last date of service stated.

2

Coordinator, same day

Meeting request and provider list, one email.

3

Planning meeting

Within fourteen days, in person, with notes.

4

Recipient Rights

File when authorized hours go undelivered.

5

Regional and state

PIHP office, then MDHHS, then counsel.

You are not reapplying for a service. You are asking them to find a provider for a service your adult child is already authorized to receive.